## **EAST Search History**

| Ref<br># | Hits  | Search Query   | DBs                          | Default<br>Operator | Plurals | Time Stamp       |
|----------|-------|--|------------------------------|---------------------|---------|------------------|
| S1       | 1     | "6055513".pn.  | USPAT                        | OR ·                | OFF     | 2006/04/11 15:13 |
| S2       | 1     | "6161128".pn.  | USPAT                        | OR                  | OFF     | 2006/04/06 17:40 |
| S3       | 12    | ("5025372"   "5056019").PN. OR<br>("6009415").URPN.  | US-PGPUB;<br>USPAT;<br>USOCR | OR                  | OFF     | 2006/04/07 11:29 |
| S4       | 100   | citibank.as.   | US-PGPUB;<br>USPAT;<br>USOCR | OR                  | OFF     | 2006/04/07 11:29 |
| S5       | 57    | S4 and (credit adj card\$1)  | US-PGPUB;<br>USPAT;<br>USOCR | OR                  | OFF     | 2006/04/07 11:33 |
| S6       | 41152 | credit adj card\$1   | US-PGPUB;<br>USPAT;<br>USOCR | OR                  | OFF     | 2006/04/07 11:33 |
| S7       | 602   | S6 near10 (loyalty or retention or churn)  | US-PGPUB;<br>USPAT;<br>USOCR | OR                  | OFF     | 2006/04/07 11:34 |
| S8       | 66    | S7 near10 (benefit\$1 or incentive\$1 or discount\$1)  | US-PGPUB;<br>USPAT;<br>USOCR | OR                  | OFF     | 2006/04/07 11:34 |
| S9       | 19245 | credit adj card\$1   | USPAT                        | OR                  | OFF     | 2006/04/07 13:50 |
| S11      | 76    | S9 near10 (customer adj service)   | USPAT                        | OR                  | OFF     | 2006/04/07 15:12 |
| S12      | 1     | "6597903".pn.  | USPAT                        | OR                  | OFF     | 2006/04/07 15:12 |
| S13      | 22    | ("5027388"   "5084819"   "5233642"   "5553131"   "5570417"   "5594791"   "5625669"   "5627973"   "5659601"   "5737726"   "5742905"   "5765138"   "5809415"   "5822410"   "5832457"   "5885087"   "5907800"   "6011837"   "6018726"   "6038438").PN. OR ("6597903").URPN. | US-PGPUB;<br>USPAT;<br>USOCR | OR                  | OFF     | 2006/04/07 15:12 |
| S14      | 20    | ("5027388"   "5084819"   "5233642"   "5553131"   "5570417"   "5594791"   "5625669"   "5627973"   "5659601"   "5737726"   "5742905"   "5765138"   "5809415"   "5822410"   "5832457"   "5885087"   "5907800"   "6011837"   "6018726"   "6038438").PN.                      | US-PGPUB;<br>USPAT;<br>USOCR | OR                  | OFF     | 2006/04/07 15:16 |
| S15      | 59148 | cell\$4 adj phone\$  | US-PGPUB;<br>USPAT;<br>USOCR | OR                  | OFF     | 2006/04/07 15:17 |

## **EAST Search History**

|     |       |  |                              |    |       | 1                |
|-----|-------|--|------------------------------|----|-------|------------------|
| S17 | 116   | S15 and churn\$3   | US-PGPUB;<br>USPAT;<br>USOCR | OR | OFF   | 2006/04/07 15:18 |
| S18 | 85    | S17 and (incentive\$1 or bonus\$2 or credit\$1 or coupon\$1 or promotion\$1)               | US-PGPUB;<br>USPAT;<br>USOCR | OR | OFF   | 2006/04/07 15:18 |
| S19 | 675   | customer adj requested   | USPAT                        | OR | OFF   | 2006/04/09 12:49 |
| S20 | 30010 | S19 near10 incentive\$1 or promotion\$1 or coupon\$1                                       | USPAT                        | OR | OFF   | 2006/04/09 13:42 |
| S21 | 0     | S19 near10 incentive\$1  | USPAT                        | OR | OFF   | 2006/04/09 12:50 |
| S22 | 20773 | S19 near "10" promotion\$1   | USPAT                        | OR | OFF   | 2006/04/09 12:50 |
| S23 | 0     | S19 near10 promotion\$1  | USPAT                        | OR | OFF   | 2006/04/09 12:51 |
| S24 | 2     | S19 near10 coupon\$1   | USPAT                        | OR | OFF   | 2006/04/09 12:52 |
| S25 | 135   | service adj termination  | USPAT                        | OR | OFF   | 2006/04/09 12:52 |
| S26 | . 0   | S25 near10 (incentive\$1 or promotion\$1 or coupon\$1 or discount\$1)                      | USPAT                        | OR | OFF   | 2006/04/09 12:53 |
| S27 | 135   | S25  | USPAT                        | OR | OFF   | 2006/04/09 12:53 |
| S28 | _ 7   | S27 and (retention)  | USPAT                        | OR | OFF   | 2006/04/09 12:54 |
| S29 | 88    | customer adj retention   | USPAT                        | OR | OFF   | 2006/04/09 12:54 |
| S30 | 68    | S29 and (coupon\$1 or promotion\$1 or incentive\$1 or benefit\$1)                          | USPAT                        | OR | OFF   | 2006/04/09 13:16 |
| S31 | 19245 | credit adj card\$1   | USPAT                        | OR | OFF   | 2006/04/09 13:16 |
| S32 | 41    | S31 and (customer adj retention)   | USPAT                        | OR | OFF   | 2006/04/09 13:17 |
| S33 | 24    | terminat\$3 adj contract\$1  | USPAT                        | OR | OFF   | 2006/04/09 13:32 |
| S34 | 1     | S33 and retention  | USPAT                        | OR | OFF   | 2006/04/09 13:32 |
| S37 | 1     | "5822410".pn.  | USPAT                        | OR | OFF   | 2006/04/09 13:43 |
| S38 | 18    | ("4734564"   "5491742"   "5594791"<br>  "5615408"   "5644619").PN. OR<br>("5822410").URPN. | US-PGPUB;<br>USPAT;<br>USOCR | OR | OFF   | 2006/04/09 13:44 |
| S39 | . 14  | prevent\$3 adj churn   | US-PGPUB;<br>USPAT;<br>USOCR | OR | OFF · | 2006/04/09 13:44 |
| S40 | 1     | "5822410".pn.  | USPAT                        | OR | OFF   | 2006/04/11 15:13 |